



Declaration and Power of Attorney

#3

I, a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled METHOD AND APPARTUS FOR CONTROLLING A CONTACT CENTER the specification of which (check one) ☒ is attached hereto. ☒ was filed on June 16, 2000, as Application Serial No. 09/595,697 and was amended on _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37 Code of Federal Regulations, §1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s)

NONE

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

Prior United States Application(s)

None

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under § 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

And I hereby appoint: **Michael R. Gilman**(Reg. No. 34,826) and
Jeffrey I. Kaplan (Reg. No. 34,356)

whose address is KAPLAN & GILMAN, L.L.P., 900 Route 9 North, 5th Floor, Woodbridge New Jersey 07095 — telephone (732) 634-7634 — jointly and severally my attorneys with full power of substitution and revocation, to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith.

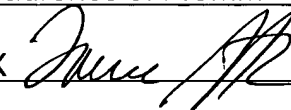
Direct correspondence and telephone calls to: Jeffrey I. Kaplan, Esq.

Full name of **FIRST JOINT INVENTOR**:

Laurence J. Fromm

Inventor's Signature:

X



Date:

X

8/25/00

Residence:

2490 Princeton Court

Weston, Florida 33327

Citizenship:

U.S.A.

Post Office Address:

(Same as above)

Applicant or Patentee: Laurence J. Fromm Attorney's Docket No. 233/1
Serial or Patent No.: 09/595,697 Filed or Issued: June 16, 2000
Title: METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER

VERIFIED STATEMENT (DECLARATION) CLAIMING SMALL ENTITY STATUS
(37 CFR 1.9(F) AND 1.27(C) - SMALL BUSINESS CONCERN)

I hereby declare that I am
[] the owner of the small business concern identified below:
[] an official of the small business concern empowered to act on behalf of the concern identified below:

NAME OF CONCERN CellIT, Inc.
ADDRESS OF CONCERN 8300 N.W. 33rd Street, Suite 200
Miami, Florida 33122

I hereby declare that the above-identified small business concern qualifies as a small business concern as defined in 13 CFR 121.3-18, and reproduced in 37 CFR 1.9(d), for purposes of paying reduced fees under Section 41(a) and (b) of Title 35, United States Code, in that the number of employees of the concern, including those of its affiliates, does not exceed 500 persons. For purposes of this statement, (1) the number of employees of the business concern is the average over the previous fiscal year of the concern of the persons employed on a full-time, part-time or temporary basis during each of the pay periods of the fiscal year, and (2) concerns are affiliates of each other when either, directly or indirectly, one concern controls or has the power to control the other, or a third party or parties controls or has the power to control both.

I hereby declare that rights under contract or law have been conveyed to and remain with the small business concern identified above with regard to the invention, entitled: METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER by inventor(s) Laurence J. Fromm described in

[] the specification filed herewith
[X] application Serial No 09/595,697, filed 6/16/00
[] Patent No. _____, issued _____

if the rights held by the above-identified small business concern are not exclusive, each individual, concern or organization having rights to the invention is listed below* and no rights to the invention are held by any person, other than the inventor, who could not qualify as a small business concern under 37 CFR 1.9(d) or by any concern which would not qualify as a small business concern under 37 CFR 1.9(d) or a nonprofit organization under 37 CFR 1.9(e). * NOTE: Separate verified statements are required from each named person, concern or organization having rights to the invention averring to their status as small entities. (37 CFR 1.27)

NAME _____
ADDRESS _____
[] INDIVIDUAL [] SMALL BUSINESS CONCERN [] NONPROFIT ORGANIZATION

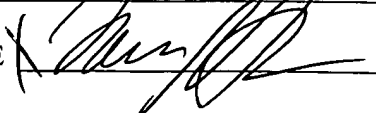
NAME _____
ADDRESS _____
[] INDIVIDUAL [] SMALL BUSINESS CONCERN [] NONPROFIT ORGANIZATION

NAME _____
ADDRESS _____
[] INDIVIDUAL [] SMALL BUSINESS CONCERN [] NONPROFIT ORGANIZATION

I acknowledge the duty to file, in this application or patent, notification of any change in status resulting in loss of entitlement to small entity status prior to paying, or at the time of paying, the earliest of the issue fee or any maintenance fee due after the date on which status as a small entity is no longer appropriate. (37 CFR 1.28(b))

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application, any patent issuing thereon, or any patent to which this verified statement is directed.

NAME OF PERSON SIGNING Laurence J. Fromm
TITLE OF PERSON OTHER THAN OWNER Vice President, Business Development
ADDRESS OF PERSON SIGNING 8300 N.W. 33rd Street, Suite 200
Miami, Florida 33122

SIGNATURE  DATE 8/25/00